

IDAHO FY24-27 WIOA COMBINED STATE PLAN

JOBS FOR VETERANS' STATE GRANTS PLAN

(OMB Control Number:1293-0017)

The Jobs for Veterans' State Grants (JVSG) are mandatory, formula-based staffing grants to States (including DC, PR, VI and Guam). The JVSG is funded annually in accordance with a funding formula defined in the statute (38 U.S.C. 4102A (c) (2) (B) and regulation and operates on a fiscal year (not program year) basis, however, performance metrics are collected and reported quarterly on a Program Year basis. Currently, VETS JVSG operates on a multi-year grant approval cycle modified and funded annually.

In accordance with 38 U.S.C. § 4102A(b)(5) and § 4102A(c), the Assistant Secretary for Veterans' Employment and Training (ASVET) makes grant funds available for use in each State to support Disabled Veterans' Outreach Program (DVOP) specialists and Local Veterans' Employment Representatives (LVER) staff. As a condition to receive funding, 38 U.S.C. § 4102A(c)(2) requires States to submit an application for a grant that contains a State Plan narrative, which includes:

A. HOW THE STATE INTENDS TO PROVIDE EMPLOYMENT, TRAINING AND JOB PLACEMENT SERVICES TO VETERANS AND ELIGIBLE PERSONS UNDER THE JVSG; (I.E., VIRTUALLY AND IN PERSON).

In order to improve employment outcomes for veterans, the Idaho Department of Labor (IDOL) strategically stations our DVOPs, Consolidated Positions (CPs) and LVERs throughout the state. In 2019, the agency reorganized its service delivery model. Eight offices located throughout the state in Post Falls, Lewiston, Caldwell, Boise, Twin Falls, Burley, Pocatello, and Idaho Falls serve as central coordinators for all department veterans' services activity within their geographic regions. DVOP staff are primarily assigned to local offices with the highest numbers of registered veterans. DVOP staffing also considers whether an area has a large educational institution that can translate to large numbers of Veteran Readiness and Employment (VR&E) participants.

Since the COVID pandemic IDOL is seeing many veterans reach out to the American Job Centers (AJCs) electronically, whether by email or Internet services such as Zoom or Microsoft Teams. JVSG staff are fully equipped to case manage many veterans virtually. The staff also have mobile office kits with two laptops, a printer and internet capability to assist rural veterans who cannot make it to a brick-and-mortar IDOL office.

Front desk staff are instructed to ask the veteran or veteran's spouse to complete an intake form to determine eligibility for DVOP services or if a referral to an ES consultant is appropriate.

A veteran who enters an AJC with a half-time DVOP Specialist receives the same services as a veteran who enters one of the state's Comprehensive AJCs with full-time grant-funded staff. If a veteran needs more than core services from one of the AJC offices that is temporarily without an assigned DVOP or CP, they are assessed by staff to determine if a referral to the nearest DVOP is appropriate. If a veteran doesn't have access to a computer to be provided services virtually then an appointment is made for the DVOP's

next rural office visit where the veteran will receive all the services available in the larger offices.

Seven of the eight AJCs have JVSG funded employees. However, the state's shared internal website for all department employment service's staff includes all JVSG related veteran services information and training documentation. If there is staff turnover or AJCs are temporarily without JVSG staff these offices have all the same information available as offices with these staff members. This ensures veterans receive appropriate and quality services in the absence of a JVSG funded staff member.

Our DVOPs and CPs provide individualized career services to veterans with significant barriers to employment, creating individual employment plans (IEP) using a case management framework. They assist the veteran in creating a targeted resume and provide interview skills and job search techniques. They also work closely with the state's Employment Services (ES) staff. The ES staff are trained to work with employers and to provide job developments, and recruit veterans for employment. Our DVOP staff also maintain a list of job ready veterans for our LVER and CPs to use during employer visits. The LVER and CP staff review the veteran's resume and case management file to ensure appropriate referrals are made to employers.

IDOL employs one full-time regional LVER who works in the largest labor market area in the state: Boise/Meridian/Nampa. There is a full time DVOP presence in both the Boise and Caldwell offices, and CPs in Boise, Pocatello, and Post Falls. In rural areas of the state where fewer veterans reside, IDOL assigns DVOPs on a half-time basis. Idaho has three individuals who devote half of their time (20 hours/week) performing DVOP functions and the other half (20 hours/week) performing Employment Services (ES) or Workforce Innovation and Opportunity Act (WIOA) duties. In an effort to ensure that all veterans have access to our most knowledgeable resource, a DVOP or CP conducts monthly outreach to rural areas of the state where there are no permanently stationed DVOPs or CPs to provide individualized career services to veterans with significant barriers to employment (SBEs).

Our LVER and CPs conduct training and workshops to help employers understand veterans and their needs, while promoting credentialing and licensing opportunities. Employers are trained in military terminology, culture and educated on the benefits of hiring veterans.

Our JVSG team has also identified the following targeted areas, programs, and partnerships for special consideration;

IDOL is committed to maintaining a strong relationship with VR&E and chooses to maintain an Intensive Services Coordinator (ISC), a half-time position filled by a full-time DVOP. The ISC is out stationed, at times, at the Boise VA Regional Office, but veterans enrolled in the VR&E program are referred to Idaho DVOPs from counselors assigned to Spokane and Seattle, WA, Salt Lake City, UT, and other regional locations. The ISC or assigned DVOP provides Labor Market Information (LMI) as part of the vocational evaluation process. The VA VR&E develops a rehabilitation plan and then approximately 90 days prior to the participant's expected completion of training or

education, the VR&E office completes a Job Ready Assessment and refers the veteran to the IDOL ISC or appropriate DVOP for individualized career employment assistance. The VA VR&E office and IDOL jointly monitor the job seeking process to determine when the veteran has entered employment and when the veteran can be considered “rehabilitated.”

The IDOL continues to develop new strategies to reach homeless veterans and those at risk of becoming homeless. Our DVOPs and LVER, based on their role and responsibility identified in current guidance, actively help plan and participate in three Stand Down events throughout the state - Boise, Pocatello, and Post Falls. These events provide much needed information, assistance, and supportive services to over 1,500 needy veterans and family members every year.

The Boise VA Regional Office administers the Grant Per Diem program which helps shelter many homeless veterans while attending an education program. The VA Homeless Coordinators work closely with our DVOPs to secure employment for participants in this program. Partnerships like these are proving very beneficial for Idaho veterans. Over the past several years, the number and quality of facilities and services for the homeless have improved dramatically in Idaho’s most populated area, the Treasure Valley. DVOPs are in the process of developing partnerships with staff at these new facilities to provide individualized career services and the referral to employment needed to help veterans break the cycle of homelessness. As these partnerships develop, we plan to participate in service information days at the shelters on a regular basis.

Idaho has DVOPs strategically placed in areas near Native American reservations. Outreach activities are conducted at the state’s option and conducted with approval of the tribes. A fulltime DVOP is located minutes away from the Shoshone Bannock reservation in Southeast Idaho and provides outreach and individualized career services to the disabled veterans in that area.

In Lewiston, a half-time DVOP works with the Nez Perce Tribe in Lapwai, Idaho. He meets with referrals from tribal veteran representatives, attends Tribal Homeless Veteran Stand Downs and Tribal Resource Fairs, and maintains an open dialogue with Tribal Employment Rights Office (TERO).

In Post Falls, our DVOP has worked with the Veterans Coordinator representing the Coeur d’Alene Tribe based in Worley, Idaho. Most of the contact has been regarding Veteran hiring events, the Stand Down and for special events, emphasizing the provision of individualized career services.

B. THE POPULATIONS OF ELIGIBLE VETERANS TO BE SERVED, BY DVOP SPECIALISTS AND CONSOLIDATED DVOP/LVER STAFF, INCLUDING THE ELIGIBILITY CRITERIA FOR REFERRAL TO DVOP SERVICES.

IDOL prides itself on providing comprehensive services to veterans, with a special emphasis on those veterans with a significant barrier to employment (SBE).

An eligible veteran (as defined by 38 U.S.C. § 4211(4)) must also meet the criteria of

having an SBE before they can be referred to a DVOP for individualized career services or belong to an additional population identified in guidance.

DVOPs may serve the following population of veterans per VPL 03-14, VPL 03-14 change 1, VPL 03-14 change 2, VPL 03-19, and VPL 07-14 or current guidance;

A special disabled or disabled veteran, as those terms are defined in 38 U.S.C.

§§ 4211(1) and (3); special disabled and disabled veterans are those:

- Who are entitled to compensation (or those who would be entitled to compensation, yet are not receiving it due to the receipt of military retired pay) under laws administered by the Secretary of Veterans' Affairs; or
 - Who were discharged or released from active duty because of service- connected disability.
- Other eligible veterans as defined under 38 U.S.C. § 4211(4); eligible veteran means a person who:
 - Served on active duty for a period of more than 180 days and was discharged with other than a dishonorable discharge;
 - Was discharged or released from active duty because of a service-connected disability;
 - As a member of a reserve component under an order to active duty pursuant to section 12301(a), (d), or (g), 12302, or 12304 of title 10, served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with other than a dishonorable discharge; or
 - Was discharged or released from active duty by reason of a sole survivorship discharge.
- A homeless person, as defined in Sections 103(a) and (b) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. § 11302(a) and (b)), as amended.
- A recently separated service member, as defined in 38 U.S.C. § 4211(6), who has been unemployed for 27 or more weeks in the previous 12 months.
- An offender, as defined by WIOA Section 3 (38), who is currently incarcerated or who has been released from incarceration.
- A veteran lacking a high school diploma or equivalent certificate.
- A low-income individual (as defined by WIOA Section 3 (36)).

Additional eligible populations include:

- A veteran between the ages of 18 and 24 years old who possess limited civilian work history.

- A Vietnam-era veteran. Vietnam-era veterans are those for which another part of their active military, naval, or air service was during the Vietnam era (the period beginning February 28, 1961, and ending May 7, 1975, in the case of a veteran who served in the Republic of Vietnam during that period, and the period beginning August 5, 1964, and ending May 7, 1975, in all other cases).
- Eligible Transitioning Service Members, Spouses, and Caregivers. In annual appropriations bills since the consolidated Appropriations Act of 2014, Congress authorized JVSG grants to support services described in VPL 07-14 to:
 - Transitioning members of the Armed Forces who have been identified as in need of individualized career services;
 - Members of the Armed Forces who are wounded, ill, or injured and receiving treatment in Military Treatment Facilities (MTFs) or Warrior Transition Units (WTUs); and
 - The spouses or other family caregivers of such wounded, ill, or injured members.

Priority of service will be provided to veterans and other eligible persons who do not meet eligibility requirement for DVOP services. Referrals will be made as appropriate to other partner programs such as WIOA Title I for adults, dislocated workers, and youth or WIOA Title III for employment services under the Wagner-Peyser program.

C. DESCRIBE THE ROLES AND RESPONSIBILITIES ASSIGNED TO DVOP SPECIALISTS, LVER STAFF, AND CONSOLIDATED DVOP/LVER POSITIONS BY THE STATE. THESE MUST BE CONSISTENT WITH 38 U.S.C. § 4103A AND 4104.

Duties of the DVOP:

DVOPs provide individual career services to the veteran population outlined in VPLS 03-14, VPL 03-14 change, VPL 03-14 change 2 and VPL 03-19. Staff provide the full array of workforce services to veterans with SBEs and eligible persons with their primary focus on providing individualized career services to those veterans as described indicated in the most current guidance. DVOP staff utilize the case management approach to serve veterans with barriers to employment and with special workforce needs. These services include, but are not limited to:

- Outreach to locate veterans in need of individualized career services; Assessment, including a documented plan of service Individual Employment Plan (IEP) and consistent, continual contact;
- Counseling/group counseling and career/vocational guidance;
- Referral of veterans to supportive or remedial services;
- Promoting VR&E and WIOA services to eligible veterans and other eligible persons;
- Referral of veterans to job focused and outcome-driven training, certification;
- Job development services;
- Referral of veterans to employment opportunities.

Duties of the LVER:

The Local Veterans Employment Representative (LVER) according to the most current guidance must perform only the duties outlined in 38 USC 4104 (b), which states, “the LVER’s principal duties are to:

- (1) conduct outreach to employers in the area to assist veterans in gaining employment, including conducting seminars for employers and, in conjunction with employers, conducting job search workshops and establishing job search groups; and
- (2) facilitate employment, training and placement services furnished to veterans in a State under the applicable State employment service delivery systems.

Therefore, the LVER is assigned duties that promote to employers, employer associations, and business groups the advantages of hiring veterans. When employer outreach is primarily accomplished by a “business services team” or like entity, the LVER must be included as an active member of that team. The LVER advocates for all veterans served by the AJC with business, industry, and other community-based organizations by participating in appropriate activities such as:

- Planning and participating in job and career fairs;
- Conducting employer outreach; carries a DVOP produced list of job ready veterans;
- In conjunction with employers, conducting job searches and workshops, and establishing job search groups;
- Coordinating with unions, apprenticeship programs and businesses or business organizations to promote and secure employment and training programs for veterans;
- Informing federal contractors of the process to recruit qualified veterans;
- Promoting credentialing and licensing opportunities for veterans; and
- Coordinating and participating with other business outreach efforts;
- Educating the employer about IdahoWorks, a system that allows employers to their job openings, search for veterans’ resumes;
- Making employers aware of the HIRE Vets Medallion program, and Work Opportunity Tax Credit.

Duties of the consolidated DVOP/LVER position:

The consolidated position will have the same roles and responsibilities as the DVOP and LVER positions listed above. The only difference will be the time spent in each position. It will vary but will consist of approximately 20 hours performing DVOP duties and 20 hours performing LVER duties each week.

D. DEMONSTRATE THE MANNER IN WHICH DVOP, LVER, AND CONSOLIDATED DVOP/LVER STAFF ARE INTEGRATED INTO THE STATE’S EMPLOYMENT SERVICE DELIVERY SYSTEM I.E., AJCS. THIS DEMONSTRATION SHOULD SHOW ACTIVE ENGAGEMENT BETWEEN JVSG AND OTHER AJC STAFF, SUCH AS THROUGH PARTICIPATION IN STAFF MEETINGS AND CROSS-TRAINING OPPORTUNITIES

In order to initiate services through the One-Stop system, all veterans are registered in the IdahoWorks system (IDOL’s automated customer registration and job matching

system). Because this job matching system relies heavily on the information supplied by customers, veteran registration files are routinely reviewed for completeness and for opportunities to update experience or newly acquired job skills. Those veteran customers with registration files needing additional information are contacted via e-mail, telephone, or mail and offered assistance in completing their registration record and are informed of available services and invited to contact the office for further assistance.

A comprehensive intake form is given to all veterans who self-identify at intake. The form identifies veteran eligibility to see a DVOP. If the form identifies the veterans as DVOP eligible they are referred to a DVOP who reviews the form and the veterans IdahoWorks account to confirm veteran eligibility. If the individual isn't eligible to see a DVOP they are referred to an ES staff person who provides all necessary services.

DVOPs attend ES and WIOA meetings on a regular basis and make appropriate referrals to WIOA. They also keep a list of job ready veterans that is available to all ES staff for appropriate job referrals.

All the state's AJC managers have attended NVTI training; all are aware of the role of the DVOP, LVER and CP. They promote priority of service for covered persons, through training and facilitation, in all federally funded programs, primarily Wagner-Peyser and WIOA. All office staff are familiar with the full array of veteran services and are instructed to provide priority of service to qualified covered persons.

All local offices train non-grant-funded staff to refer to the department's internal website to provide basic veterans information. The IDOL website also has a veterans' link specifically to help the self-service veteran navigate through the job search functions as well as the services available to them.

Non-grant-funded AJC staff are trained to triage customers and screen for veteran status as they arrive. Staff assess career services such as job referral, resume assistance, job search guidance, the need for layoff assistance or more intensive WIOA services. If the assessment indicates a need for more than just core services and the veteran is eligible to meet with a DVOP, they are referred to the DVOP. The DVOP informs the veteran of all the available services and determines if enrollment in WIOA is beneficial and appropriate. The DVOP concentrates his or her efforts on serving those veterans who have special employment and training needs by focusing on the facilitation of individualized career services through case management.

Other partners are made aware of the services available from a DVOP through outreach.

IDOL has one strategically placed regional LVER whose primary job is to conduct outreach, promote job developments with local employers, and market our services to those employers. The LVER is tasked with performing job development and employer outreach with the goal of facilitating employment opportunities for veteran job seekers. IDOL also has three CP's who utilize part of their work hours carrying out the statutory duties of a LVER. The LVER and CPs work with other organizations to jointly host events such as job search workshops and hiring events in local offices. They market veterans to employers using IDOL's marketing materials.

LVER and CPs also periodically visit employers within their area of responsibility to explain the benefits of using IDOL services and to remind them of the benefits of hiring veterans as well as the availability of a job-ready pool of highly trained veterans. They attend quarterly employer committee meetings held by various AJCs throughout the state to promote the hiring of available veterans. Idaho strives to gain an intimate knowledge of employer practices and review the services available to them from the Department.

LVER and CPs work closely with our ES staff to promote the hiring of veterans to private and public employers. During these outreach visits, they inform the employer about the services that IDOL provides, including DVOP services. ES staff also create employer awareness of this program and the duties of both the DVOP specialist and LVER. This joint effort opens the door for the LVER to work with these employers to create potential veteran job development opportunities.

LVER and CPs regularly e-mail, or hand deliver veteran/employer information packets to employers. The intended result is to share with the employer community the benefits of hiring veterans and to encourage employers to announce their job openings through IDOL, where employers can identify veterans who have indicated an interest in their industry.

E. DESCRIBE THE STATE'S INCENTIVE AWARD PROGRAM TO ENCOURAGE INDIVIDUALS AND EMPLOYMENT SERVICE OFFICES TO IMPROVE AND/OR ACHIEVE EXCELLENCE IN THE PROVISION OF SERVICES TO VETERANS.

E. 1. THE NOMINATION AND SELECTION PROCESS FOR ALL PERFORMANCE INCENTIVE AWARDS TO INDIVIDUALS AND/OR OFFICES;

Cash incentive Award Program:

This award shall be used in accordance with VPL 01-22 and Title 38 U.S.C. § 4112 or the most recent guidance from USDOL-VETS. The objective of the JVSG cash incentive award program, known as the Veterans Service Performance Incentive Award Program, is to recognize, promote and reward exceptional performance in the provision of service to veterans within the context of statutes and regulations. The award program will create an awareness and continuous level of interest in the importance of providing intentional, high-quality outreach and services for veterans and promote an environment that engenders continuous improvement in the way staff support veterans across the spectrum of service. The award system shall continue to operate as defined in the applicable State Plan and as approved by USDOL. The state anticipates that individuals and teams will recognize the value and process of the awards program and will, as a result, develop a competitive attitude within the agency that supports esprit de corps within the team while sharpening the focus on service to other eligible persons. Incentive awards shall be expended up to and including 1 percent of the total grant amount for the fiscal year, which is set aside strictly, by the fiscal department of IDOL, for this purpose in the annual grant budget. Awards shall be determined based on a percentage of total award available for that fiscal year but shall not (in total) exceed 1 percent of the total available funds for a given fiscal year or the most current USDOL

guidance on grant-funded incentive award amounts. Eligibility Criteria: Veterans Service Performance Awards will be granted to IDOL's local one-stop offices to recognize exceptional service to veterans or for specific activities or initiatives that promote successful employment of veterans. Nominations must detail the activities that meet this aim and may also include descriptions of how the Office achieved one or more of the following:

1. System improvements that result in improved services to veterans and other eligible individuals under JVSG,
2. Outstanding case management on behalf of a JVSG participants,
3. Exceptional effort expended to assist a homeless veteran, formerly incarcerated veteran, or other hard to place JVSG participant,
4. Activities led to improved performance, reduced time or cost, or promote collaboration around service to veterans,
5. Outstanding outreach or placement efforts on behalf of veterans and JVSG participants,
6. Extraordinary community relations efforts to increase the awareness of veterans' issues, or
7. Development of a program, for which the impact may not be directly measurable, (i.e. resume skills building program), targeted to support veterans.

Selection and Award Process: The solicitation for nominations shall be published in the monthly newsletter each March. The application must be completed, signed, and scanned to the State Veterans Coordinator by April 1 of each grant year. Each nomination will be screened to ensure the recipient is eligible to receive the award under state and department merit award policies. The State Veterans Coordinator will convene an award review committee of not less than 5 members of the Agency to include One area Manager, Two Office Managers, One Central Office employee and One ES staff member to review nominations and make award recommendations to the Administrator. Nominations will be scored based on information provided in response to the seven questions on the nomination form and may use a scoring rubric established by the State Veterans Services Coordinator. Recommendations after being reviewed by the Administrator will be forwarded to the Director by April 17 of each grant year. The Director will consider the recommendations and approve final awardees.

Winners will be announced in May of each grant year and all awards will be distributed by July of each year.

IDOL will provide an annual incentive award report as per IAW VPL 07-19, or the most updated policy guidance on this subject.

E. 2. THE APPROXIMATE NUMBER AND VALUE OF CASH AWARDS USING THE ONE PERCENT INCENTIVE AWARD ALLOCATION;

Idaho elects to use one percent of the Jobs for Veterans State Grant (JVSG) allocation to provide cash performance awards for eligible employees in local one-stop offices. The IDOL has a team centric vision that allows all members to strive for excellence in all aspects up to and including serving our nation's veterans. The cash awards will go to the top two or three offices, depending upon funding availability. This is the reasoning behind awarding the cash incentive awards to the top three highest performing one-stop offices, the team performs together, and the team is awarded together. The awards program is intended to encourage and incentivize the improvement and modernization of employment, training, and placement services for veterans, and recognize eligible employees and offices for excellence in the provision of such services, or for having made demonstrable improvements in the provision of services to veterans.

Award Amounts:

The state shall request 1 percent of its annual allocation for each year's JVSG grant as performance incentive awards for eligible one-stop Offices that will be paid in cash.

Local One-Stop Office Award Amounts:

1. 1st Place Local Office Winner (approximately 1/3 of the annual allocation)
2. 2nd Place Local Office Winner (approximately 1/3 of the annual allocation)
3. 3rd Place Local Office Winner (approximately 1/3 of the annual allocation)

E. 3. THE GENERAL NATURE AND APPROXIMATE VALUE OF NON-CASH PERFORMANCE INCENTIVE AWARDS TO BE CHARGED TO THE BASE ALLOCATION; AND

Idaho Department of Labor will not charge non-cash incentive awards to the base allocation.

E. 4. ANY CHALLENGES THE STATE MAY ANTICIPATE TO CARRYING OUT A PERFORMANCE INCENTIVE AWARD PROGRAM AS MANDATED BY 38 U.S.C. § 4102A(C). THIS SHOULD INCLUDE ANY STATE LAWS OR POLICIES THAT PROHIBIT SUCH AWARDS, IF APPLICABLE. DESCRIBE THE STATE'S EFFORTS IN OVERCOMING THOSE CHALLENGES.

There are no anticipated challenges in carrying out the performance incentive award.

References & Resources:

VPL 01-22, VPL 01-22 Attachment 5, Public Law 109-461 Title VI Sec. 603, 38 U.S.C. § 4112, 38 U.S.C § 4102A(C)(7).

F. LIST THE PERFORMANCE TARGETS FOR DIRECT SERVICES TO VETERANS PROVIDED BY JVSG STAFF, AS MEASURED BY PARTICIPANT OUTCOMES:

JVSG Performance Measures:

Employment Rate 2 nd Quarter After Exit:	59%
Employment Rate 4 th Quarter After Exit:	56%
Median Earnings 2 nd Quarter After Exit:	\$7,163